In the Claims:

Please cancel claims 2, 18, and 23. Please amend claims 5, 11, and 19. Please add new claims 27-29. The claims are as follows:

1-4. (Canceled)

5. (Currently amended) A method for automatically providing temporary access for servicing a system resource, comprising the steps of:

establishing a ~~prearranged~~ user account <u>for a service provider according to criteria</u> <u>established by a user who is a customer of the service provider, wherein said establishing is</u> <u>performed by the user, wherein a user system of the user comprises the system resource, wherein</u> <u>the service provider is external to the user system and is coupled to a communication port of the</u> <u>user system, wherein the user account comprises provisions, wherein said establishing the user</u> <u>account comprises recording the provisions of the user account on a database comprised by the</u> <u>user system,</u> wherein subsequent activation of the established user account <u>after said establishing</u> enables a service provider to use access control logic <u>of the user system</u> to access [[a]] <u>the</u> system resource through the user account, and wherein the access control logic attempts to block access to the user account when the user account is not activated;

after said establishing and while the established user account is not activated, ~~awaiting~~ <u>monitoring the system resource by a monitoring tool of the user system for</u> an occurrence of a trigger event associated with the system resource, wherein the trigger event comprises an opening of a trouble ticket <u>by a trouble ticket system of the user system, wherein the trouble ticket</u> [[and]]

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denotes that the system resource has a problem that needs attention of the service provider <u>and</u> <u>comprises information relevant to the problem</u>;

in automatic response to the occurrence of the trigger event <u>as determined from said</u> <u>monitoring</u> while the established user account is not activated, <u>passing the trouble ticket from the</u> <u>user system to the service provider and</u> activating the user account to authenticate the service provider to access the system resource to enable the service provider to provide one or more services relating to the system resource<u>, wherein said activating the user account is performed by</u> <u>the trouble ticket system or the monitoring tool</u>;

following said activating and while the user account remains activated, awaiting an occurrence of a closure event associated with the trigger event; and

in automatic response to the occurrence of the closure event, deactivating the ~~prearranged~~ user account to dormancy such that use of the ~~prearranged~~ user account is blocked<u>, wherein said</u> <u>deactivating is performed by the trouble ticket system, the monitoring tool, or the access control</u> <u>logic</u>.

6-9. (Canceled)

10. (Original) The method of claim 5, wherein the closure event includes satisfaction of a temporal condition.

11. (Currently amended) ~~The method of claim 10,~~ <u>A method for automatically providing</u> <u>temporary access for servicing a system resource, comprising the steps of:</u>

establishing a prearranged user account, wherein subsequent activation of the established user account enables a service provider to use access control logic to access a system resource through the user account, and wherein the access control logic attempts to block access to the user account when the user account is not activated;

after said establishing and while the established user account is not activated, awaiting an occurrence of a trigger event associated with the system resource, wherein the trigger event comprises an opening of a trouble ticket and denotes that the system resource has a problem that needs attention of the service provider;

in automatic response to the occurrence of the trigger event while the established user account is not activated, activating the user account to authenticate the service provider to access the system resource to enable the service provider to provide one or more services relating to the system resource;

following said activating and while the user account remains activated, awaiting an occurrence of a closure event associated with the trigger event; and

in automatic response to the occurrence of the closure event, deactivating the prearranged user account to dormancy such that use of the prearranged user account is blocked, wherein the closure event includes satisfaction of a temporal condition, and wherein the temporal condition includes expiration of a predetermined interval of time.

12. (Original) The method of claim 10, wherein the temporal condition includes arrival of a predetermined time.

13-16. (Canceled)

17. (Previously presented) The method of claim 5, wherein the closure event includes a closure

of the trouble ticket in response to the problem being resolved.

18. (Canceled)

19. (Currently amended) The method of claim [[18]] 5, wherein said ~~transferring~~ passing the

trouble ticket from the user system to the service provider is implemented by e-mail or through

the World Wide Web.

20. (Previously presented) The method of claim 5, wherein the trouble ticket characterizes a

severity of the problem as low, medium, or high.

21. (Previously presented) The method of claim 20, wherein the closure event includes a

reduction of the severity of the problem characterized by the trouble ticket.

22. (Previously presented) The method of claim 21, wherein the reduction of the severity of the

problem includes an installation of a short-term patch.

23. (Canceled)

24. (Previously presented) The method of claim 5, wherein the one or more services are selected from the group consisting of repair of the system resource, maintenance of the system resource, performance tracking of the system resource, security management of the system resource, change management of the system resource, and combinations thereof.

25. (Previously presented) The method of claim 5, wherein the problem is selected from the group consisting of a malfunction of the system resource, an overload of the system resource, a degraded performance of the system resource, and an exhausted capacity of the system resource.

26. (Previously presented) The method of claim 5, wherein the system resource comprises computer-controlled industrial machinery.

27. (New) The method of claim 5, wherein said activating the user account is performed by the trouble ticket system.

28. (New) The method of claim 5, wherein said activating the user account is performed by the monitoring tool.

29. (New) The method of claim 5, wherein the closure event includes expiration of a predetermined interval of time.